

My fiancée is in RCI Roxbury Correctional in Hagerstown, Maryland 21746. His name is XXXX. I am Terminally Ill. I have to have a Liver Transplant among other things like the possibility of losing a Kidney and having to go on dialysis. I have other health problems too and am only 52. At my last hospital stay, my Liver was failing and this triggered (3) Heart Attacks. I have never had Heart problems. I thought I was going to die. Everything started to go black and my Heart was beating so fast that as the Crash Cart worked on me; I told my mom that I was going; that this was it and could she please tell my fiancée that I loved him. He could not get thru to me. My fiancée is a model prisoner and is on the Honor Tier. He calls me when I'm in the hospital. However, he could not call this time and has not been able to since without me having to pay Securus a large fee when I already have an account with "Cons Call Home/Millicorp". When I was in the hospital at death's door, the money ran out on my cell number; Securus blocked all other numbers through "Cons" and therefore Mr. Ritter had to resort to using my cell phone which meant we were being charged twice. Once by Securus and once by my provider: AT & T. In the hospital, I was in no shape to take the time to put money on my cell phone with Securus books since they blocked my numbers with "Cons". So, my fiancée was unable to call me and I was crying so hard. When you get to my shape with this Liver Disease, the ammonia levels in the Liver raise and you have confusion and cannot do simple tasks or answer questions. I was in no shape to put money on my account with Securus and if the money runs out, even though it is a private number that I pay for each month, my fiancée is not allowed to call me collect which has already been approved with AT & T. He called me collect before on my cell phone and Securus found out and the fact that they were not getting a cut made them block the collect calls to my private cell phone line. But when he tries, Securus tells him that my private cell number is blocked/restricted. How dare they and how can they block something that I pay for privately as a citizen of this great country-The United States of America which is the Land of the Free; not to me. I am personally being held hostage; by a monetary terrorist. Securus won't let my fiancée dial my mom's home number or any private number collect. We have to go through them and pay what they want or it's tough luck. They are holding us all over a barrel. I called them and asked them to release the blocks and they refused. The last person at Securus I spoke with was Joseph on 01-03-2013. I called the ACLU in the State of Maryland and gave them what information I had and they are going to hand it over to their Legal Department and I don't know what if any thing will be done. 443-524-2558 Complaint line on Tuesdays and Thursdays from 1-3 pm. I read where other States are filing law suits against Securus for predatory phone doings and asking for immediate reform. Securus is charging prisoners and their families here in this State of Maryland, unreasonable and predatory rates to make phone calls knowing the prisoners do not have that kind of money so it's an attack on the poorest people in our society which are the families of these inmates. I spend so much in medical expenses per month that if I did not live with my mom, I may as well be dead. I could not survive out in the street; not in my condition. I used to pay maybe \$50 a month with "Cons" and now I am paying over \$300 with Securus and then there is the \$164 to my cell phone provider, A T & T. I have no money left from my Disability check each month for something such

as food. But I want to talk to my fiancée for I may die and it upsets me so much when I'm sitting in ICU trying to fight for my life and I cannot even talk to the man I love. I would like to tell him that I love him before I take my last breath and I don't see that happening with Securus at the wheel and with the practices they employ. Securus is cutting off communication with prisoners and their families and some have had to find out from the Chaplain that family members passed away for they could not afford the calls home. I know that on Mother's Day of 2012, my fiancée's mother, XXXX, passed away and he did not get a chance to tell her he loved her before she took her last breath because he could not make the call. I know because I was there. Studies show that maintaining close contact with families via phone, can reduce recidivism among inmates and improve their chances of a successful reentry into society. My cell phone number is XXXX, my mom's (XXXX) home number is XXXX and the number I use with which to call Securus is 1-800-844-6591. I have also spoken with Latonia at Securus. "Cons Call Home/Millicorp" where I have an account and Securus when they found out, they started blocking numbers and their number is 1-888-524-6151 and with them, I have spoken with Tony, Jay, Riketa and Antonio. Each and every number I get; Securus blocks and now they have blocked a private cell phone line and home phone number. I am going to have to get a Congressman or Senator involved for my life is on a time line and I cannot play these games and costs that Securus wants. I also want my private cell and home phone line as a US citizen unblocked. Through my research, I have found out that Civil Rights and Conservative groups are banding together to form an unlikely coalition to ask the Federal Communications Commission to end "exorbitant" fees that many prisons charge inmates with Securus. (www.securustech.net) It cost 10 times more for my fiancée to call me at home then it is for me to call someone in Singapore. My next step is the BBB after which, my research showed me that Securus was given an (F) rating by the BBB of Maryland 410-347-3990 and taken off their books completely for having too many complaints. That right there, is enough in itself to show you that this company named herein Securus, needs investigating; that families are owed monies back in the form of a refunds and that phone reform is very much needed. There is a good Blog about this entire situation dated September 2008 Titled: South Bay;Registered User @<http://prisontalk.com/forums/showthread.php?p=4912913> (GTL & CBS Illegally Blocking Calls and Closing Thousands of Accounts-Prison Talk. It states that Securus blocked and closed accounts in violation of Federal Laws and Regulations and all the while, trying to keep customers from discovering their unlawful actions. Violation of Section 201(b) of the Act was found to have been done by Securus because this blocking is an unjust and unreasonable practice that has no justification or merit and serves only to increase the profits and revenues of Securus at the expense of the friends and families of inmates. Once again, the poorest of the population affected. What does this say for the kind of Country that we live in? People immigrate here for the land of the free and the home of the brave. What do you call this that Securus is doing? Might as well ask before for advice from Saddam Hussien. My brother, XXXX spent over 30 years in the Military (Air Force)and would have stayed longer if they allowed him too for what? Look what

is going on in your own backyard. My brother did not fight all those years for this country only to see it throw his sister who is Terminally Ill, under the wheels of a truck. He did not fight to sit back idle and watch his sister try and fight a losing battle to spend quality time with her fiancée before she departs this earth only to find out in vain that Securus keeps throwing walls up in her path and taking all her monies on a medical fixed income. I had studied and gotten several degrees and even went to Law School only to see the rug pulled out from under me when they told me about my Liver with NASH and my other organs that are failing. I wanted to be someone and fight for those who could not afford it and look what happened! Friends and families of inmates have the right to receive a call from a providers such as "Cons/Millicorp" and this should be just and reasonable. It has become apparent that Securus has clearly instructed its representatives to simply block all calls coming from numbers that Millicorp supplies and I know this first hand because they at Securus personally told me this when they asked me where I got the number? A day or two after the call; BAM! the numbers were blocked or restricted until we swung over the fence and registered the number with their company. Here we go again. Paying for the same number twice. They have blocked at least (20) numbers that "Cons/Millicorp" has tried to give me to use of which I paid for and my private phone numbers. I have been privy to Securus always dropping calls when you use a number from Millicorp thereby tarnishes Millicorp's name and frustrating the friends and families of the inmates who have to pay sometimes up to (5) times for reconnection charges for a call on one day that will not last. I have instructed my family to file suit against Securus if I should pass away unable to talk to my loved one due to Securus unlawful actions and have even considered having my family seek a Malpractice Claim against Securus for the fact that the stress from this situation with them which is running me hectic is causing so much harm to my delicate Heart and condition in its entirety. My Liver Doctor if verification is needed is: XXXX @ XXX (XXXX). Each call by an inmate to a Millicorp customer such as I, is routed to the customer's designated phone, just as a call by an inmate to a Securus customer is directed to the Securus customer's phone number. There is no greater risk what Millicorp or these other phone providers are doing than Securus itself is doing. To me, Securus sees their gravy train is disappearing when you go somewhere else to try and save money such as when a woman looks for a sale, and panics and starts blocking numbers, dropping calls, placing restrictions, etc. Securus' use of blocking calls and dropping calls and losing customers is doing this without the legal authority to do so. (South Bay Scott-Blogger). All of these and other scenarios are usually cited as the reason calls cannot be allowed to be forwarded, when the actual reason is much easier to discern, namely, that Securus just uses these excuses to keep all the call traffic entirely in their systems, and thus continue to reap their exorbitant charges and fees. It's as simple as that. As stated before, it's all about profits, with security claims always used as an excuse. PLEASE HELP ME! Securus has taken so much money from me and for the past (6)-(8) months and longer, Securus has prevented me and my fiancée from being able to utilize the plan which I have with "Cons Call Home/Millicorp" and has taken over the use of my private cell phone and home phone which does not belong to them or

the Correctional Facility and has taken over my mother's private home number. Please do not let me die in vain. Do you know how hard it is to sit there in the ICU department of a hospital fighting for my life and crying for fear that I will die unable to say I love you one more time or when I am doing better, and need to communicate as to my estate and what is to be done with my body at burial with my fiancée and I cannot. Since my fiancée is receiving the bulk of my estate, it is imperative that we keep in contact if questions arise and so forth. I have the cell phone for being on the Transplant List. It is a necessity and not a privilege for me and now Securus has taken that over and even though I have made repeated attempts to stop them from this unlawful action and informed them of this violation of my civil rights, I am at a brick wall with a definite WILL NOT REMOVE BLOCK answer. At this point in time with this Country, something needs to be done immediately. Thank you.